

Rutlish School



Complaints Policy & Procedure

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CONTENTS

1. INTRODUCTION	2
2. WHO CAN MAKE A COMPLAINT	2
3. THE DIFFERENCE BETWEEN A CONCERN AND A COMPLAINT	2
4. RAISING A CONCERN OR COMPLAINT	2
5. PARENTAL REPSONSIBILITY	3
6. ANONYMOUS COMPLAINTS	3
7. TIMESCALES	3
8. COMPLAINTS RECEIVED OUTSIDE OF TERM TIME	3
9. SCOPE OF THIS COMPLAINTS PROCEDURE	3
10. RESOLVING COMPLAINTS	4
11. DUPLICATE COMPLAINTS	5
12. COMPLAINT CAMPAIGNS	5
13. WITHDRAWAL OF A COMPLAINT	5
14. STAGES IN THE PROCEDURE	5
15. STAGE 1	5
16. STAGE 2: CHAIR OF GOVERNORS	6
17. STAGE 3: GOVERNOR'S COMPLAINTS COMMITTEE	6
18. NEXT STEPS	8
19. ROLES AND RESPONSIBILITIES IN THE INVESTIGATION OF A COMPLAINT	8
20. RECORDING MEETINGS	9
21. MANAGING SERIAL, PERSISTENT AND UNREASONABLE COMPLAINTS	10
22. WHEN TO STOP RESPONDING	11
23. COMMUNICATION STRATEGY	11
24. BARRING FROM SCHOOL PREMISES	11

COMPLAINTS POLICY

The Governing Body of Rutlish School are committed to ensuring the highest standards are maintained in both the provision of education to students and in all aspects of running the school. A complaints procedure is an important part of managing a school, allowing parents and others to voice concerns through appropriate channels. This policy explains the procedure to ensure such concerns are dealt with in a timely, systematic and fair manner.

The term parent includes those who have parental responsibility for, or care of, a child (which includes the local authority in the case of Looked after Children).

1. INTRODUCTION

In accordance with Section 29(1) of the Education Act 2002, all maintained schools must have and publish procedures to deal with all complaints relating to their school and to any community facilities or services that the school provides, for which there are no separate (statutory) procedures.

Under section 29(2) of the Education Act 2002, governing bodies of maintained schools must 'have regard to any guidance given from time to time (in relation to England) by the Secretary of State' when establishing and publishing complaints procedures relating to their school and any facilities or services the school provides.

2. WHO CAN MAKE A COMPLAINT

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Rutlish School about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (see section 8, such as appeals relating to exclusions or admissions), we will use this complaints procedure.

3. THE DIFFERENCE BETWEEN A CONCERN AND A COMPLAINT

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns, and complaints, are resolved at the earliest possible stage. Many concerns can be resolved informally, without the need to use the formal stages of the Complaints Procedure. Rutlish School takes concerns seriously and will make every effort to resolve the matter as quickly as possible. In most cases a class teacher or individual delivering the service will be the first point of contact. Our ongoing staff development includes training staff to resolve issues, including apologising if appropriate.

4. RAISING A CONCERN OR COMPLAINT

A concern or complaint can be made in person or they may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

We encourage parents to approach staff with any concerns they may have either by telephone or in writing, usually to the school email. We aim to resolve all issues with open dialogue and mutual understanding. Parents are advised to approach their child's form tutor first as they will be best placed to help either directly or by directing you to the appropriate member of staff.

Complaints about:

- school staff (except the Headteacher) should be made in the first instance to the Headteacher via the school office marked private and confidential.
- the Headteacher should be addressed to the Chair of Governors, via the school office marked private and confidential.
- about the Chair of Governors, any individual governor or the whole Governing Body should be addressed to the Clerk to the Governing Body via the school office marked private and confidential.

For ease of use a template complaint form can be found at the end of this procedure. If you require help in completing the form, please contact the school office. You can also ask third party organisations such as Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 3 of the procedure.

5. PARENTAL RESPONSIBILITY

Conflict between estranged parents over the application of parental responsibility can be a cause of complaints made to the school. In these instances, the school will follow the Department for Education's advice "understanding and dealing with issues related to parental responsibility".

6. ANONYMOUS COMPLAINTS

We will not normally investigate anonymous complaints. However, the Headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

7. TIMESCALES

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred within three months of the last of these incidents.

We may consider complaints made outside of this time frame if exceptional circumstances apply and the decision rests with the Headteacher or Chair of Governors.

8. COMPLAINTS RECEIVED OUTSIDE OF TERM TIME

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

9. SCOPE OF THIS COMPLAINTS PROCEDURE

Under section 29 of the Education Act 2002 schools have a legal duty to establish procedures for dealing with complaints in relation to the school. This policy covers all complaints about any provision of community facilities or services by Rutlish School, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact / Which procedure to follow
Admissions to schools Statutory assessments of Special Educational Needs School re-organisation proposals	Merton Borough Council
Matters likely to require a Child Protection investigation	Safeguarding Policy If you have serious concerns, you may wish to contact the Local Authority Designated Officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).
Student Exclusions	Behaviour for Learning Policy Complaints about the application of the Behaviour for Learning Policy can be made through the school's Complaints Policy.
Examination Appeals Non Examination Assessments Malpractice complaints	Exams Entry Policy Non Examination Assessment & Coursework Policy

Whistleblowing	Whistleblowing Policy: for all employees, including temporary staff and contractors. Volunteer staff who have concerns about the school should complain through the school's Complaints Policy. You may also be able to complain direct to the LA or the Department for Education depending on the substance of your complaint.
Staff grievances	Grievance Procedure
Staff conduct	Disciplinary Procedure for Staff in Schools Complainants will be advised that any staff conduct complaints will be considered under the staff disciplinary procedure, if appropriate, but not informed of the outcome or any disciplinary action taken.
Complaints about services provided by other providers who may use school premises or facilities	Contact the provider directly. Providers should have their own complaints procedure to deal with complaints about their service.
National Curriculum - content	Department for Education

If other bodies are investigating aspects of the complaint, for example the police, Local Authority (LA) safeguarding teams or tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against the school in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

10. RESOLVING COMPLAINTS

Our complaints policy will:

- encourage resolution by informal means and at the earliest opportunity
- be easily accessible and publicised
- be simple to understand and use
- be impartial
- be compliant with the school's obligations under the Equality Act 2010
- be non-adversarial
- adopt a child centred approach
- allow swift handling within the established time-limits for action and keeping people informed of progress
- ensure a full and fair investigation
- respect confidentiality
- address all points at issue and provide an effective response and appropriate redress, where necessary
- provide information to the school's senior leadership team so that improvements can be made

It may be appropriate to offer one or more of the following:

- an apology
- an explanation
- an admission the situation could be handled differently or better
- an assurance that we will try to ensure that the event complained of will not reoccur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review the school's policies

Any decision made by the school will be in line with the principles of administrative law, meaning the decision is:

- lawful, and complies with education and other law including human rights and equality law
- rational
- reasonable
- fair

- proportionate
- mindful of the “7 principles of public life”

11. DUPLICATE COMPLAINTS

If, after resolving a complaint, a duplicate complaint about the same subject is received from a spouse, partner, grandparent or child the school can inform the new complainant that the it has already been considered and the school’s complaint procedure is complete.

The new complainant will be advised to contact the Department for Education if they remain dissatisfied with the school’s handling of the original complaint.

12. COMPLAINT CAMPAIGNS

If the school receives a large volume of complaints or is the focus of a campaign all based on the same subject or from complainants unconnected with the school, then the school may group them together and consider these as a single complainant.

The stages of this complaints procedure will be followed and the outcome may include:

- sending a template response to all complainants
- publishing a single response on the school’s website

13. WITHDRAWAL OF A COMPLAINT

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

14. STAGES IN THE PROCEDURE

There are 3 stages in the school’s complaints procedure. At each stage, we will be mindful of ways the complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or part.

15. STAGE 1

Formal complaints must be made to the Headteacher (unless otherwise indicated)), via the school office. This may be done in person or in writing (on the complaint form) or by telephone.

In the absence of the Headteacher, the responsibility will be delegated to the Deputy Headteacher, or another impartial member of the senior leadership team.

The Headteacher will:

- record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.
- within this response, seek to clarify the nature of the complaint if necessary, ask what remains unresolved and what outcome the complainant would like to see.
- consider whether a face to face meeting is the most appropriate way of doing this.
- delegate the investigation to another member of the school’s senior leadership team but not the decision to be taken.

During the investigation, the investigator will if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish and keep a written record of any meetings and interviews in relation to their investigation.

At the conclusion of their investigation and within 20 school days of the date of receipt of the complaint, the Headteacher will provide a formal written response. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Rutlish School will take to resolve the complaint.

If the Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

If the complaint is about the Headteacher, or a member of the governing body (including the Chair or Vice-Chair),

a suitably skilled governor will be appointed to complete all the actions at Stage 1. Complaints about the Headteacher or member of the governing body must be made to the Clerk, via the school office.

If the complaint is jointly about the Chair and Vice Chair or the entire governing body or the majority of the governing body Stage 1 will be considered by an independent investigator appointed by the governing body. At the conclusion of their investigation the independent investigator will provide a formal written response, detailing their investigations, a full explanation of the decision made and the reasons for it. Where appropriate, it will include details of actions Rutlish School will take to resolve the complaint.

Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under the staff disciplinary procedure, if appropriate, but outcomes will not be shared with them

The Headteacher or independent investigator will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

16. STAGE 2: CHAIR OF GOVERNORS

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further they can escalate the complaint to Stage 2 which is a meeting with the Chair of Governors. If the complaint is about the Headteacher or Chair of Governors, then the Vice Chair of Governors or suitably skilled and impartial member of the Governing Body will meet with the complainant.

In the absence of the Chair of Governors Stage 2 will be delegated to the Vice-Chair or other suitably skilled and impartial governor.

A request to escalate to Stage 2 must be made to the Clerk of the Governing Body, via the school office, within 5 school days of receipt of the Stage 1 response. This may be done in person or in writing (on the complaint form) or by telephone.

The Clerk will:

- record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.
- write to the complainant to inform them of the date of the meeting.
- convene a meeting within 20 school days of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

Following the meeting, the Chair of Governors, or Vice Chair of Governors, will provide a formal written response with a full explanation of the decision made and the reasons for it. Where appropriate, it will include details of actions Rutlish School will take to resolve the complaint.

17. STAGE 3: GOVERNOR'S COMPLAINTS COMMITTEE

If the complainant is dissatisfied with the outcome at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3 which is a meeting with members of the Governing Body's Complaints Committee.

A request to escalate to Stage 3 must be made to the Clerk of the Governing Body, via the school office, within 5 school days of receipt of the Stage 2 response. Requests received outside of this time frame will only be considered if exceptional circumstances apply. This may be done in person or in writing (on the complaint form) or by telephone.

The Complaints Committee will consist of at least three impartial governors, one of whom will chair the meeting. If there are fewer than three governors from Rutlish School available, the Clerk will source any additional, independent governors through another local school or through the Local Authority Governor Services team, in

order to make up the Committee. Alternatively, an entirely independent committee may be convened to hear the complaint at Stage 3.

The Clerk will:

- record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.
- will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 20 school days of receipt of the Stage 3 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.
- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible.
- circulate any written materials to all parties at least 5 school days before the date of the meeting. The Committee will not normally accept as evidence recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

At the meeting, the complainant may bring someone along to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the Committee. However, there may be occasions when legal representation is appropriate. For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Representatives from the media are not permitted to attend.

The Committee will not review any new complaints at this stage or consider evidence unrelated to the initial complaint. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. If it is, permitted consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The Committee will consider the complaint and all the evidence presented. The Committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.
- decide on the appropriate action to be taken to resolve the complaint
- recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the Committee will provide the complainant and Rutlish School with a full explanation of their decision and the reason(s) for it, in writing, within 5 school days. The letter will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint was handled by the school. Notes of the meeting may be provided at a later date.

If the complaint is about the Chair and Vice-Chair of Governors, the entire Governing Body or a majority of the Governing Body Stage 3 will be heard by a committee of independent governors. The response will detail any actions taken by to investigate the complaint and a full explanation of the decision made with the reasons for it. Where appropriate, it will include details of actions the school or Governing Body will take to resolve the complaint. The letter will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint was handled by the school. Notes of the meeting may be provided at a later date.

The decision of the Committee is final. This is the final stage of the complaints procedure.

18. NEXT STEPS

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 3.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by the school. They will consider whether the school has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to: Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD.

19. ROLES AND RESPONSIBILITIES IN THE INVESTIGATION OF A COMPLAINT

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a solution to the complaint
- respond promptly to requests for information or meetings and in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality

If the child/young person is the complainant, it may be appropriate to ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the parent should be given the opportunity to say which parts of the investigation or meeting, if any, the child/young person needs to attend.

However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of a meeting that the investigator, Headteacher, governor or Committee considers is not in the child/young person's best interests.

Investigator

The investigator's role is to establish the facts relevant to the complaint by providing a comprehensive, open, transparent and fair consideration of the complaint through:

- sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
- interviewing staff and children/young people and other people relevant to the complaint
- consideration of records and other relevant information
- analysing information
- liaising with the complainant as appropriate to clarify what the complainant feels would put things right.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the Headteacher or Complaints Committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.

The Headteacher, Chair of Governors or Vice Chair of Governors or Complaints Committee (as appropriate), will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

Clerk to the Committee

This could be the Clerk to the Governing Body but could be another person agreed by the Committee.

At Stage 3, the Clerk is the contact point for the complainant and the committee and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR) 2018.
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint (for example; stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale
- keep a record of all proceedings
- circulate the notes of the meeting
- notify all parties of the Committee's decision.

Committee Chair

The Committee's chair, who is nominated in advance of the Committee meeting, should ensure that:

- both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an appropriate manner, is not adversarial, and that everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person. Many complainants will feel nervous and inhibited in a formal setting and parents/carers often feel emotional when discussing an issue that affects their child.
- the remit of the Committee is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR
- if a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting.
- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally
- the issues are addressed
- key findings of fact are made
- the Committee is open-minded and acts independently
- no member of the Committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- detailed notes of the meetings are taken

Committee member

Members should be aware that:

- the meeting must be independent and impartial, and should be seen to be so
- no governor may sit on the Committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant

20. RECORDING MEETINGS

Where there are communication difficulties, we will consider, as a reasonable adjustment, allowing the use of recording devices to ensure the complainant is able to access and review the discussions. This will only be allowed if all parties agree, in writing, in advance.

This school is a data controller and has the discretion to decide whether to allow complainants to record meetings, if it is not required for the purposes of a reasonable adjustment. Rutlish School is also responsible for ensuring there is a fair and reasonable purpose for allowing complainants to record meetings, as there may be various levels of

identifiable personal information recorded. Where the school agrees to a hearing being recorded this must be agreed in writing in advance of the meeting.

21. MANAGING SERIAL, PERSISTENT AND UNREASONABLE COMPLAINTS

Rutlish School is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with our school.

Complainants should try to limit their communication with the school that relates to their complaint while the complaint is being progressed.

It is not helpful if repeated correspondence is sent, repeated requests for meetings are made while a complaint is in progress, where unreasonable behaviour on the part of the complainant is involved or when a complaint is vexatious.

Contact may be limited when the complainant:

- Makes excessive demands on the school time with frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and/or by telephone while a complaint is being dealt with.
- Repeatedly makes the same complaint, despite there having been previous investigations that concluded the complaint was groundless or had been addressed.
- Refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint.
- Refuses to co-operate with the complaint investigation process.
- Refused to accept the findings of the investigation where the school's complaints procedure has been fully and correctly implemented including referral to the Department for Education or that certain issues are not within the scope of the complaints procedure.
- Seeks an unrealistic outcome.
- Knowingly falsifies information.
- Publishes unacceptable or confidential information on social media or other public forums.
- Excessively contacts the school causing a significant level of disruption. The school may specify methods of communication and limit the number of contacts. This will normally be reviewed after six months.
- Uses unacceptable behaviour towards members of staff including that which is / or appears to be abusive, offensive, threatening or discriminatory.

A vexatious complaint is characterised as a:

- Complaints which are obsessive, persistent, harassing, prolific, repetitious.
- Insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason.
- Insistence upon pursuing meritorious complaints in an unreasonable manner.
- Complaints which are designed to cause disruption or annoyance.
- Demands for redress that lack any serious purpose or value.

Whenever possible, the Headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an 'unreasonable', 'serial' or 'persistent' marking.

There may be occasions when, despite all stages of the complaint procedure having been followed, the complainant remains dissatisfied. If a complainant tries to re-open the same issue, the Headteacher or Chair of Governors can inform them that the procedure has been completed and that the matter is now closed.

If the complainant contacts the school or Governing Body again on the same issue, the correspondence may then be viewed as 'serial' or 'persistent' and the Headteacher or Chair of Governors may choose not to respond. However, a complaint should not be marked as 'serial' before the complainant has completed the complaints procedure.

The application of a 'serial' or 'persistent' marking should be against the subject or complaint itself rather than the complainant.

However, under no circumstances should a complainant be marked as 'serial' for exercising their right to refer their complaint to their MP, regardless of what stage the complaint has reached.

22. WHEN TO STOP RESPONDING

The decision to stop responding will not be taken lightly. The school will need to be able to say yes to the following:

- The school has taken every reasonable step to address the complainant's concerns.
- The complainant has been given a clear statement of the school's position and their options.
- The complainant contacts the school repeatedly, making substantially the same points each time.

The school is likely to stop responding if:

- The complainant's letters, emails, or telephone calls are often or always abusive or aggressive.
- The complainant makes insulting personal comments about or threats towards staff.
- The school or Governing Body has reason to believe the individual is contacting them with the intention of causing disruption or inconvenience.

The school will not stop responding just because an individual is difficult to deal with or asks complex questions.

23. COMMUNICATION STRATEGY

For complainants who excessively contact the School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. For example:

- Restrict communication to a single point of contact via an email address.
- Limit contact to a fixed number in a term.

This will be reviewed after six months.

However, regardless of any communication strategy, the school must provide parents and carers with the information they are entitled to under The Education (Pupil Information) (England) Regulations 2005, within the statutory time frame.

At all times the school must act reasonably and consider any new complaint. If the school finds it difficult to deal with a person who is behaving unreasonably and other strategies are not working they may approach to Borough for assistance.

24. BARRING FROM SCHOOL PREMISES

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Headteachers and governing bodies need to ensure they remain a safe place for pupils, staff and other members of their community.

If an individual's behaviour is a cause for concern, they can be asked to leave school premises. In some cases, individuals can be barred from entering school premises. We will always give individuals the opportunity to express formally their views on a decision to bar them from the premises.

The Headteacher's decision to bar will be reviewed by the Chair of Governors. The Chair will take into account any representations made by the individual and will decide whether to confirm or lift the bar. If the decision is confirmed, the individual will be notified in writing, explaining:

- how long the bar will be in place
- when the decision will be reviewed

Once the school's appeal process has been completed, individuals who remain barred may be able to apply to the Courts for a review of the school's decision. Individuals wishing to exercise this option should seek independent legal advice.



COMPLAINT FORM

APPENDIX A

Please complete and return to the Headteacher or Clerk to the Governors, via the school office, who will acknowledge receipt and explain what action will be taken.

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
Address:
Postcode:
Day time telephone number:
Evening telephone number:
Please give details of your complaint, including whether you have spoken to anybody at the school about it and the outcome of those discussions.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: